

Job Specification

Job Title: Quality Monitoring Inspector – Medical Services
Remuneration: £10,000 plus travel
Part time - 20 hours a week Monday to Friday
Accountable to: Customer Services Manager

JOB SUMMARY

The Services purpose is to provide and maintain a caring environment for emergency and non emergency patients and provide a transport service as appropriate for the needs of the patient.

Your responsibilities include:

- Work in partnership with other NHS professionals and stakeholders who have an interest in Medical Services and provide advice and assistance with due respect and courtesy
- Routinely visiting hospital transport areas unannounced and assessing various parts of the 'Patient Transport Service' services
- Adherence to parking boundaries along with suitability for patient
- Adherence to uniform policies
- Vehicle inspections
- Assessing crews lifting and handling patients and also patient care skills.
- Work alongside the Station Managers and Customer Services Team in conducting Patient Transport Surveys on the vehicles and inside the hospital transport areas.
- Assist patients to complete surveys whether written or electronic
- Always pass on patient comments to Customer Services regardless of your own view or opinions.
- Maintain all equipment in good working order and keep all company equipment secure.

- Show respect and courtesy for patients at all times, even when exposed to highly unpleasant environmental, medical, and emotional conditions or where the patient is generally un-kept
- Demonstrate care and understanding for patients and any medical conditions they may have providing medical assistance and reassurance required, even when patients or their carers may be confrontational or distressed
- Respond and deal with all patient inquiries in accordance with departmental procedures and ensure that patients are kept advised of any delays or interruptions in the service
- Ensure that patient/relatives' complaints/queries are dealt with in a pleasant and responsible manner
- Tactfully modify customer and patient expectations; explaining what is or is not feasible, even when the situation may be contentious or emotionally charged
- When necessary assist crews with the transportation of patients, this may include carrying/lifting of patients (some of whom may be heavy) or maneuvering of wheelchairs/carry chairs around hazards or in constricted environments
- Record and complete necessary non-regular returns/reports required by Medical Services or NHS as delegated by their line manager. In all cases this must be completed legibly, in a timely manner; liaising with others, both within and external to Medical Services, to ensure that these are complete, highlighting difficulties as and when they occur
- Observing and complying with the companies Health and Safety policies and procedures
- Ensure the health and safety of yourself and others affected by all ambulance activities
- You must be prepared to always uphold standards, continually challenge poor patient experience and be an example to all staff.
- You must be an infection control champion

You must work within the confines of the said and stated Standard Operating Procedures (SOPs). You must ensure that the above responsibilities are met and such other duties and tasks as are allocated to you at the discretion of the Company that are within your capabilities and within the scope of your post. The Company reserves the right to review your performance on a regular basis. You will unless prevented by ill health devote the whole of your working time attention and abilities to the business of the Company.

Role Title : QMI	
Qualifications / Training	<ul style="list-style-type: none"> • Willingness to undertake Patient Transport Driver Course
Experience	<ul style="list-style-type: none"> • Experience of working in an ambulance environment (Desirable)
Knowledge / Technical Skills	<ul style="list-style-type: none"> • An understanding of the role as a Patient Transport Driver (Desirable)
Personal Skills	<ul style="list-style-type: none"> • Commitment to the provision of an efficient and effective service • Receptive to new ideas and a willingness to accept change • Ability to write clearly and concisely • Excellent interpersonal and communication skills • Ability to work as part of a team • Ability to work unsupervised • Commitment to ongoing training and assessment to maintain competency in all skills • High standard professional appearance with a complete understanding and commitment to the work wear policy
Special Circumstances	<ul style="list-style-type: none"> • Those wishing to drive for Medical Services should hold a current driving licence, with no more than 6 points • All Medical Services will be required to undertake an enhanced CRB check.

Medical Services is an equal opportunity employer